

Customer Benefits

- **Better value from data** – As a strategic framework, ECM can help agencies take control of their content. It can contribute to initiatives related to transactional processes, compliance and records management, as well as sharing and collaborating around content and documents.
- **Cost savings** – Customers do not have to invest in hardware, software and technical personnel to support ECM infrastructure. Admin's ECM capabilities are enabled by a specialized enterprise software package leveraging common hardware and software infrastructure that can be shared by customers in a cost effective manner.
- **Efficiency** – The service allows Admin to leverage larger economies of scale than an individual agency can attain.
- **Security** – Robust policies and configurations help strengthen system security.
- **Support** – Monitoring and response by trained Admin technical staff ensures maximum utilization and minimum ECM downtime.

Customer vs. Admin Responsibilities

This section identifies in detail Admin and agency select responsibilities for each service offering.

Responsibilities	Admin	Customer
ECM Strategic Requirements		
Identify business requirements.		X
Identify data security/data classification requirements.		X
Identify backup and retention requirements.		X
Archive and purge requirements.		X
Data recovery time objective from a disaster recovery incident.		X
ECM Server Software Procurement, Installation and Configuration	Admin	Customer
Procurement of ECM core software (OnBase).	X	
Base ECM server hardware and software installation and configuration.	X	
Procurement, installation, configuration and version upgrades of OnBase modules.	X	
ECM core software (OnBase) version upgrades.	X	
Apply functional patches, service packs, security patches and bug fixes to ECM server software.	X	
Initial installation and configuration of an agency's ECM production environment after testing in the QA/Test environment. This service requires the agency to contract with Hyland or a Hyland reseller to assist DTO staff with initial production system configuration.	X	X
Privacy of agency data and images. ECM data and images cannot be seen by other agencies.	X	

Responsibilities	Admin	Customer
Logical separation of an agency's data and images, such that the agency's data and images can be extracted from the Admin ECM system at a later date if required.	X	
Content extraction and removal services from ECM repository (agency cost).		X
Physical separation of ECM environment (agency costs).		X
OnBase client software license costs and client software annual maintenance costs.		X
Hardware located at an agency for the imaging system. Examples include: scanners, PCs to run scanners, PCs for document search and retrieval, printers.		X
Upfront analysis, design and programming services. Examples include: needs analysis, discovery, workflow analysis, system design, statements of work, bills of materials, end-user training, custom programming services, line-of-business application integration, retention management design, solution design documentation, and configuration documentation.		X
Microfilm production.		X
ECM software modules necessary to write to external media (e.g., DVD) to provide to a microfilm service provider.	X	
Scanning paper documents into images for tracking by the ECM instance.		X
Allocated storage beyond initial 50GB of primary and 50GB of replicated.		X
ECM Administration and Support Activities		
Create all document types.		X
Create all keyword types.		X
Create all retention policies.		X
Create all custom queries.		X
Create all vbscripts and c# scripts used for custom development.		X
Create all COLD reports.		X
Create all print formats.		X
Create all autoname strings.		X
Create all DIP formats.		X
Create all Keyword autofill sets.		X
Create all barcode formats.		X
Create all workflows.		X
Create all notification formats.		X
Create end user security roles.		X
Create all scan queues.		X
Create all auto commit jobs.		X
Coordinate/facilitate the creation of disk groups based on customer requirements.	X	

Responsibilities	Admin	Customer
Create custom reports for report services.		X
Responsible for purging and deleting their own documents and batches.		X
Document the configuration and submit to Admin for promotion to production.		X
Monitor jobs and resolve errors.		X
Perform basic troubleshooting.		X
Install of client side software and test.		X
Test all aspects of a solution or new process.		X
Project needed resources required and give advanced notice of when resources will be needed. On large projects or extended length projects provide project plan and estimated completion date.		X
Manage the projects and document the results.		X
Responsible for development of scripts or customizations.		X
Responsible for ensuring the testing of new versions according to the schedule published by Admin, and ensure the customizations are compatible with upgrade path.		X
Responsible for user password resets and user group assignment.		X
Responsible for knowledge transfer and training of customer's staff except where Admin has been contracted to do so.		X
Notify Admin after new scan formats are created in order to ensure they are copied across Citrix server fARM.		X
Notify Admin when "go-live" event is scheduled with a new department or site.		X
Promote requested configurations to production on an agreed upon weekly schedule.	X	
Act as liaison between customer and ECM vendor for issue resolution.	X	
Quote and procure customer licenses upon request.	X	
Maintain support contracts.	X	
Work the change management process where applicable for the customer.	X	
Maintain governance compliant media.	X	
Monitor ECM infrastructure environment to ensure availability during the defined target availability hours.	X	
Add and remove workflow timers.	X	
Create and manage autonomy full-text catalogs.	X	
Manage any portion of the ECM (Hyland-OnBase) software stack that resides in the production environment where the module or solution does not easily support multi-tenancy administration.	X	
Attend status meetings and report progress on projects as needed.	X	
Provide system utilization reports.	X	

Responsibilities	Admin	Customer
Assist agencies in the promotion of ECM modifications from QA to production landscapes (note: When scheduled through formal IT change management and/or occurring during normal maintenance windows).	X	
Develop and document standards and acceptance criteria to promote ECM applications changes from QA/test into production.	X	
Coordinate activities for transporting updates from the test/QA environments to production via change management process.	X	
Execute activities to support releases to production via change management process.	X	
ECM Monitoring and Fault Management	Admin	Customer
Define requirements for ECM server monitoring.	X	
Implement ECM monitoring tool(s).	X	
Monitor ECM environment.	X	
Monitor and respond to ECM infrastructure alerts and events per incident management process.	X	
ECM Server Performance and Capacity Management	Admin	Customer
Notify Admin when large amount of disk space is going to be consumed, to allow Admin the proper time to plan the sizing requirements for the storage volume.		X
Develop deployment plans and user growth forecasts.		X
Define performance/capacity planning monitoring tool requirements.	X	
Implement and maintain tools for performance/capacity planning and management.	X	
Define performance indicators and establish thresholds to monitor ECM server performance against indicators.	X	
Provide analysis and report on ECM performance trends and exceptions.	X	
Recommend corrective action to resolve ECM server performance and capacity problems.	X	
Implement corrective actions approved by the change management process.	X	
ECM Agency/End User Training	Admin	Customer
Training/orientation session to provide the agency customer with the required knowledge to effectively navigate and operate with the ECM offering.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in [SCDIS-200](#).